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**From:** Snyder, Jim [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=18260D02987D49E280FC03D2A8D18DDD-SNYDER, JIM]  
**Sent:** 2/1/2016 7:57:56 PM  
**To:** Pugliese, Holly [pugliese.holly@epa.gov]  
**Subject:** CMS New Assignment AX-16-000-3413. VW Complaint  
**Attachments:** VERR VW-0012 repair instructions.pdf; VW-0012 VW owner notification letter.pdf

Hi Holly, this person is complaining that he took his car in for the recall campaign and now it is using much more DEF fluid and *possibly* lost a couple Mpg. There was indeed an initial recall on these diesels by VW but it only partially improved emissions but not near to compliance. As we now know his car initially wasn't using must DEF fluid b/c emission devices were turned off. After the service campaign it is now using the DEF fluid at a level closer to what it always should have which is about 5 gal/10,000 miles. This makes sense.

I don't know what more he expects us to do. We tested the recall fix and found it didn't really fix the high emissions so we issued a NOV and let the world know. Also, he should have received a customer package from VW like [REDACTED] did with 500 Debit card and 2000 in dealer credit.

Regarding FE, It may have lost some but shouldn't be very much. He didn't document it. Remind him that on a car getting 44-49MPG, 2-3mpg is only about 6%.

**Ex. 5 Deliberative Process (DP)**

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I attached the recall letter and repair instructions for you info.